



SOFTWARESILOS

Order Cancellation Documentation

PDF Manual

MODULE

order-cancellation

LAST UPDATED

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Email Notification

Order Cancellation Documentation · /order-cancellation/features/email-notification

The extension can send a dedicated cancellation email after an order is cancelled through its admin actions.

Enable Email Notification

Go to **Stores > Configuration > MageB2B > Order Cancellation > Email Notification**:

- **Enable Email Notification** = Yes
- set **Email Sender**
- set **Email Template**

Default Template Behavior

The default cancellation email informs the customer that:

- order number has been cancelled
- customer can contact the store for questions

Notes

- If the order has no customer email address, no email is sent.
- If email sending fails, cancellation is not rolled back.
- Email is sent per order after cancellation processing.